

2. Claim Amendments

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (currently amended) A co-browsing system, comprising:
 - (a) a network comprising ~~a plurality of computers~~ an interconnected web server, vendor computer, and customer computer;
 - (b) a web service stored hosted ~~at one of said plurality of computers~~ said web server, wherein said web service comprises:
 - (i) a standard web site accessible by said customer computer and comprising a plurality of standard web pages;
 - (ii) a customer co-browsing web site accessible by said customer computer and comprising a plurality of customer co-browsing web pages, wherein each of said customer co-browsing web pages is identical in appearance from a customer's point of view to one of said standard web pages, and said customer co-browsing web site further comprises a polling routine operable to poll for change events transmitted from said vendor computer while said customer co-browsing web site is accessed at said customer computer; and
 - (iii) a vendor co-browsing web site accessible by said vendor computer and comprising a plurality of vendor co-browsing web pages, wherein at least one of said vendor co-browsing web pages corresponds to one of said customer co-browsing

web pages, and wherein said vendor co-browsing web site comprises an event handler operable to collect and transmit vendor co-browsing web site change events received from said vendor computer to said customer computer in order to synchronize a currently accessed vendor co-browsing web page with a currently accessed customer co-browsing web page

~~(c) — a first web browser stored at one of said plurality of computers and in communication with said web service across said network, said first web browser comprising at least one user changeable control visible on a first output display and an event handler operable to transmit a change event representing a change made by a user to the at least one control from said first web browser to said web service across said network; and~~

~~(d) — a second web browser stored at one of said plurality of computers and in communication with said web service across said network, said second web browser comprising a polling service operable to periodically poll said web service across said network for the presence of any said change events originating at said first web browser.~~

2. (currently amended) The co-browsing system of claim 1, wherein said vendor co-browsing web site change events comprise a change event identifier and a change event value.

3. (currently amended) The co-browsing system of claim 2, further comprising a data store in communication with said web service, wherein said data store is operable to store said vendor co-browsing web site change events.

4. (cancelled)

5. (cancelled)

6. (currently amended) A method for initiating a co-browsing session, comprising the steps of:

- (a) providing a data entry web page from a web server to a first web browser while said first web browser is navigating a first web site;
- (b) receiving an activation signal at the web server from the first web browser;
- (c) providing a contact web page from the web server to the first web browser, wherein the contact web page comprises a session identifier;
- (d) receiving at a second web browser the session identifier and launching at said second web browser a second web site;
- (e) transmitting the session identifier to the web server; and
- (f) providing a first web page from a third web site from the web server to the first web browser, and a ~~second~~ web page from the second web site from the web server to the second web browser, where the web pages from the first and ~~second~~ third web pages are identical in appearance to an operator of the first web browser, and wherein the second web site comprises an event handler operable to transmit a change event, and the

- third web site comprises a polling routine operable to poll for change events while the second and third web sites are simultaneously being accessed in order to synchronize a currently accessed web page at the second web site with a currently accessed web page at the third web site.
7. (original) The method of claim 6, wherein the data entry web page comprises a request assistance link, and the activation signal is associated with the request assistance link.
8. (original) The method of claim 7, wherein the contact web page comprises contact information.
9. (original) The method of claim 8, wherein the contact information comprises a telephone number.
10. (original) The method of claim 9, further comprising the step of providing a session identifier entry web page from the web server to the second web browser.
11. (cancelled)
12. (currently amended) A co-browsing method, comprising the steps of:
- (a) from a web service, transferring a first contact web page of a first web site to a first web browser;
 - (b) displaying at a second web browser a session ID entry page of a second web site;
 - (c) receiving a session ID at the session ID entry page;

- (d) redirecting the first web browser from the first web site to a third web site, wherein each of the first and third web sites comprise at least one web page that are identical in appearance to each other;
- (a) (e) receiving at a writeable web page at a the first second web browser a change event representing a change made by a user to at least one control visible in the second web browser site;
- (b) (f) upon receipt at the writable web page, transmitting the change event from the first second web browser across a network to a the web service;
- (e) (g) repeatedly initiating a polling request the web service from the third web site to the web service for a change event from a second web browser across the network while the first and third web sites are both being accessed; and
- (d) (h) transmitting the change event from the web service to the second third web browser site in response to the polling request in order to synchronize a currently accessed web page at the second web site with a currently accessed web page at the third web site;
and
- (e) updating a read-only web page at the second web browser based on the change event.

13. (original) The co-browsing method of claim 12, wherein said change event comprises a change event identifier and a change event value.

14. (original) The co-browsing method of claim 13, further comprising the step of storing said change event in a data store in communication with the web service.

15. (currently amended) A co-browsing system, comprising:

- (a) a computer network; a network comprising a plurality of computers;
- (b) a vendor computer connected to said network and comprising an Internet browser; a server system communicatively connected to said network, said server system comprising a web server and a web service;
- (c) a customer computer connected to said network by means of at least one standard Internet port and comprising a standard Internet browser; a first client computer communicatively connected to said network, said first client computer comprising a first web browser visible on a first output display, and said first web browser comprising an event handler operable to transmit a user control change event from said first web browser to said web service across said network; and
- (d) a web server connected to said network, wherein said web server comprises:
 - (i) a standard web site accessible by said customer computer Internet browser and comprising a plurality of standard web pages;

- (ii) a customer co-browsing web site accessible by said customer computer Internet browser and comprising a plurality of customer co-browsing web pages, wherein each of said customer co-browsing web pages is identical in appearance to one of said standard web pages, and said customer co-browsing web site further comprises a polling routine operable to poll said vendor co-browsing web site for change events while said customer computer is accessing said customer co-browsing web site but not while said customer computer is accessing said standard web site; and
- (iii) a vendor co-browsing web site accessible by said vendor computer Internet browser and comprising a plurality of vendor co-browsing web pages, wherein each of said vendor co-browsing web pages corresponds to one of said customer co-browsing web pages, and wherein said vendor co-browsing web site comprises an event handler operable to collect vendor co-browsing web site change events received through said vendor computer Internet browser and transmit vendor co-browsing web site change events to said web server in order to synchronize a currently accessed vendor co-browsing web page with a currently accessed customer co-browsing web page; and

wherein said vendor computer and said customer computer are operable to communicate with each other only by means of said web page server over said network through said standard Internet port of said customer computer.

~~a second client computer communicatively connected to said network, said second client computer comprising a second web browser, and said second web browser comprising a polling service operable to periodically poll said web service across said network for the presence of any said change events originating at said first client computer.~~

16. (currently amended) The co-browsing system of claim 15, wherein said vendor co-browsing web site change events comprise a change event identifier and a change event value.

17. (currently amended) The co-browsing system of claim 16, further comprising a data store in communication with said web server ~~system~~, wherein said data store is operable to store said vendor co-browsing web site change events.

18. (cancelled)

19. (cancelled)